



# Patient Satisfaction Survey Summary of Results

Number of Surveys Sent: **756**      Number of Surveys Returned: **507 (67.1%)**

1. Was the enrollment application easy to complete?      # Yes: **496**      # No: **0**

2. How helpful was the program staff with regard to the following items?

|  | # of Responses |           |          |          |               |          | Mean        | Std Dev     |
|--|----------------|-----------|----------|----------|---------------|----------|-------------|-------------|
|  | Very Good (5)  | Good (4)  | Fair (3) | Poor (2) | Very Poor (1) | N/A (0)  |             |             |
| a) Providing your application to you in a timely manner  | <b>473</b>     | <b>31</b> | <b>3</b> | <b>0</b> | <b>0</b>      | <b>0</b> | <b>4.93</b> | <b>0.28</b> |
| b) Processing your application in a timely manner        | <b>471</b>     | <b>32</b> | <b>4</b> | <b>0</b> | <b>0</b>      | <b>0</b> | <b>4.92</b> | <b>0.30</b> |
| c) Providing educational materials about the colonoscopy | <b>456</b>     | <b>39</b> | <b>8</b> | <b>0</b> | <b>0</b>      | <b>0</b> | <b>4.89</b> | <b>0.36</b> |

3. Was the program staff friendly and easy to talk with?      # Yes: **491**      # No: **0**

4. If you received telephone calls from Wanda Webb, the program nurse, please rate the following services she provides:

|   | # of Responses |           |          |          |               |          | Mean        | Std Dev     |
|---|----------------|-----------|----------|----------|---------------|----------|-------------|-------------|
|   | Very Good (5)  | Good (4)  | Fair (3) | Poor (2) | Very Poor (1) | N/A (0)  |             |             |
| a) What to expect with the screening process                                | <b>458</b>     | <b>41</b> | <b>3</b> | <b>1</b> | <b>0</b>      | <b>2</b> | <b>4.90</b> | <b>0.34</b> |
| b) Receiving a call on your prep day (the day before your procedure)        | <b>432</b>     | <b>43</b> | <b>4</b> | <b>0</b> | <b>1</b>      | <b>4</b> | <b>4.89</b> | <b>0.38</b> |
| c) Listening to your concerns and answering your questions                  | <b>469</b>     | <b>26</b> | <b>2</b> | <b>1</b> | <b>2</b>      | <b>3</b> | <b>4.92</b> | <b>0.38</b> |
| d) Receiving a follow-up call after the appointment to check on your status | <b>454</b>     | <b>31</b> | <b>1</b> | <b>3</b> | <b>1</b>      | <b>9</b> | <b>4.91</b> | <b>0.39</b> |

5. Did you have problems with any of the following?

a) Getting transportation home after your procedure      # Yes: **7**      # No: **486**  
 b) Getting time off work for your screening appointments      # Yes: **7**      # No: **494**  
 c) Days and times screening appointments were available      # Yes: **34**      # No: **471**  
 d) Waiting a long time for your screening appointments      # Yes: **26**      # No: **478**

6. Were you pleased by the way you were treated by the doctor?      # Yes: **495**      # No: **9**

7. Were you pleased by the way you were treated by the staff at the hospital or surgery center?      # Yes: **499**      # No: **8**

8. Would you recommend this program to a friend or family member?      # Yes: **500**      # No: **3**